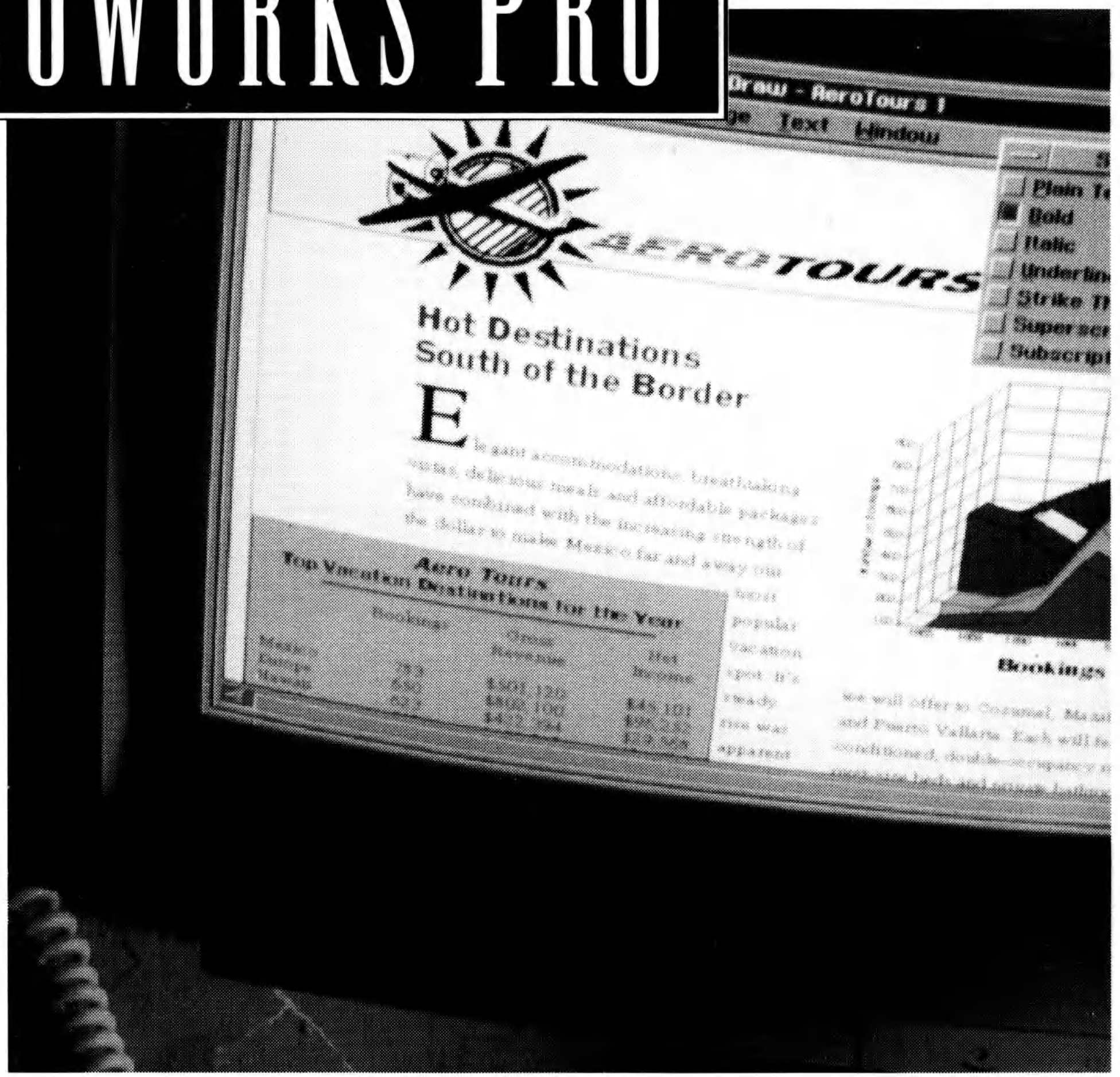
GEOWORKS PRO™



Troubleshooting and Customer Service Manual

MARCH 1992

REMEMBER TO REGISTER

If you haven't already, please send us the registration card included in your package. Keep the tear-off stub though—it has your important serial number—something you need whenever you call.

ORDER PROCESSING/REGISTRATION INQUIRIES

To order other GeoWorks products, check on the status of an order, or other non-technical inquiries, please call the GeoWorks Order Processing Center **800.772.0001** or, outside the U.S. **818.879.8522** *Please note that staff at these numbers isn't trained to handle technical support questions.*

NON-TECHNICAL CUSTOMER SERVICE

For general information about GeoWorks products *or* to order replacements for parts included in your GeoWorks Pro package (including disks and documentation) call **510.644.9362.**

QUATTRO® PRO SE TECHNICAL SUPPORT

The Quattro Pro SE Spreadsheet, included in this package, is supported by Borland International, Inc. If you have questions about the spreadsheet software, please call Borland Technical Support at **408.438.5300**. (Please have your Quattro Pro SE Serial Number ready. It's located on the label of Disk #1 of the *Quattro Pro* disk set.)

GEOWORKS SOFTWARE TECHNICAL SUPPORT

We can help you with your hardware and software technical support questions. Many such questions are answered in this book—please browse through it before you call us at **510.644.3456** (please have your serial number ready—it's on your registration card and its tear-off stub). GeoWorks phone support is available at no charge for 90 days after the purchase of this product.

AMERICA ONLINE®

By subscribing to America Online, you'll find more answers to your questions on the GeoWorks Customer and Technical Support Board, where you can post messages 24 hours a day. Sign on with the America Online software included in this package, or call America Online for information about signing up: **800.827.6364**

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Getting Technical Support

BEFORE YOU CALL TECHNICAL SUPPORT

If you've done all you can—you've run GeoHelp (See "Try GeoHelp" in the next section) and you've tried all the hints in this guide—and things still don't work, it's time to call for help. Before you call, though, here are some things you can do to help us resolve your problem quickly: (If you have questions about Quattro Pro SE, call Borland Technical Support at the number listed on the inside front cover of this guide.)

1. If possible, be within reach of your computer when you call.
2. Note the *exact text* of any error messages, and the circumstances under which they appear.
3. Have the following information handy:
   - Product name
   - Version number
   - 16-digit serial number (on the inside front cover of this book)
   - Computer brand, model, and a list of any additional hardware
   - Brand and version number of DOS you are using
4. Have near you any of the manuals that came with the software.
5. Run the program PRINFO before you call. PRINFO automatically prints information about your system that may be useful in diagnosing the problem.

To run PRINFO...

1. Turn on your printer and make sure it is on line. (If Prinfo doesn't work it's probably because your printer isn't on).
2. Type these commands

```
c:
cd \geoworks
prinfo
```

at the DOS prompt.

If you have installed your GeoWorks software in a directory other than C:\GEOWORKS, substitute the appropriate drive and directory in the above commands.

Note: Prinfo won't work with PostScript-only printers.

WRITING US

We like to hear what people think of our products. If you have an opinion about our products, good or bad, and don't necessarily need a response, writing to us is a great way to get your voice heard. However, if you have questions that require a prompt response, we recommend you use an on-line service or call us. See the inside of the front cover of this guide for a listing of ways to reach us.

USING AMERICA ONLINE TO GET ANSWERS

America Online (not offered in all countries or in all products) is an online service that uses your modem and computer to put you in contact with knowledgeable people and

useful information *twenty-four hours a day.* On America Online, you'll find collections of tips and tricks, and solutions to common problems. Or you can chat directly with GeoWorks folks—other computer users ready to answer your questions.

If this is the first time you sign on to America Online, see the America Online documentation that came in the box. Once you're signed on, use the keyword "geoworks" to go straight to the GeoWorks area. If you need help getting around America Online, open the "How to Get Assistance" file.

If you have trouble signing on to America Online, or you have questions about your account, call America Online.

Introduction

Use this guide when things go wrong, or your questions aren't answered in the *Owner's Manual.*

SOME SECTIONS MAY NOT APPLY TO YOUR SOFTWARE

You may notice as you look through this guide that there are sections about applications that you don't have. That's because this guide contains information about all the applications that are found in *all* GeoWorks products. You may not have all of them.

WHAT IS PC/GEOS?

Throughout this guide, you'll encounter the acronym, PC/GEOS. Don't worry, PC/GEOS is something very new, and you're not expected to know everything about it. PC/GEOS, the acronym, stands for Personal Computer /Graphical Environment Operating System. PC/GEOS, the operating system, stands for consistency in the way all PC/GEOS based products work. That's because PC/GEOS is the technology behind all your GeoWorks software.

It's this consistency across PC/GEOS applications that makes it easier for you to learn GeoWorks applications quickly. Whenever you push a button, choose a menu item, or double-click a file, you're using PC/GEOS.

IF YOUR SOFTWARE DOESN'T WORK

We've tested this software thoroughly prior to its public release, so we don't expect you to have any problems using it. But, given the software's complexity and the enormous variety of hardware and software you may own, we obviously can't guarantee that you won't encounter any problems.

If you do encounter problems getting the software to work on your system, *don't panic*, there are a series of things you can do to diagnose and solve those problems. The first thing you should do is run GeoHelp—a program that will help diagnose problems, and in some cases, automatically fix them.

RUNNING GEOHELP

When you install the software, a file called GEOHELP.EXE is installed along with the other GeoWorks files. GeoHelp is a program designed to help you diagnose *and* fix problems you may encounter when running Setup.

To start the GeoHelp program...

1. Install as much of GeoWorks Pro as you can.
2. At the DOS prompt type:

   ```
   c:
   cd \geoworks
   geohelp
   ```

   (If you have installed GeoWorks Pro in a directory other than C:\GEOWORKS, substitute the appropriate drive and directory in these commands.)

IF GEOHELP DOESN'T HELP...

That's why we created this guide. Like GeoHelp, it's designed to help you diagnose and solve any of those problems you may encounter when installing or using the software. In fact, the cases described here account for about 80 percent of the cases that our Customer Service department receives, so the odds are pretty good you'll find your answer here.

To use this guide, note the symptoms of the problem and turn to the appropriate section. For instance, if you can't get the software to work at all, first turn to the "Known Conflicts" section to see if you have any hardware or software that doesn't work completely with your GeoWorks product. If you don't see any relevant conflicts, flip to "It Won't Run on My System," where you'll find some step-by-step instructions for eliminating some common problems.

If you have problems with your printer, video, or mouse, there's a section in this guide for each of those too.

CALLING CUSTOMER SERVICE

If you can't find an answer in this guide, you can call our Customer Service department—turn back to "Before You Call Technical Support" in the "Getting Technical Support" section for some hints about getting the most out of your phone call.

I'VE TRIED EVERYTHING, AND IT STILL DOESN'T WORK

If you run into a problem that neither you nor our Customer Service department can solve, you may return the entire product (with proof of purchase) to your dealer within 30 days for a full refund. See "Return Instructions" in the "Software License and Warranty" section of this guide.

It Won't Run on My System!

Should you encounter a problem, the first and most important rule is: *don't panic!* Most of the time, you'll be able to find a solution quickly. Note the problem's symptoms and the conditions under which it occurred, and then check this section for possible solutions.

KNOWN CONFLICTS

Some hardware and software products need special treatment to work with GeoWorks Pro. Before reading on, see if you are using any of these hardware or software products:

HARDWARE

- Bernoulli Boxes
- Amiga, Macintosh, Apple II, and Other Non-PC Systems
- The AT&T 6300 Keyboard Mouse
- The NEC Multispeed

SOFTWARE

- Screen Blankers
- Disk Cache Software
- Disk Compression Programs
- Sidekick
- FASTOPEN.EXE
- QEMM
- DESQview
- Stacker

If you are using one or more of these products, turn straight to the "Known Conflicts" section of this guide.

THE KEYBOARD LOCKS UP AS YOU FINISH SETUP

If as you finish setup, your system seems to freeze (you get no response from keyboard or mouse) GeoWorks Pro is probably running but can't understand your keyboard. Try flipping the XT/AT switch on the back of your keyboard to the other setting (if your keyboard has one), or try exchanging keyboards with another machine.

Also, if your computer has a turbo switch, try setting the switch to a slower speed.

THE SCREEN GOES CRAZY (OR BLANK)

If your screen goes awry, GeoWorks Pro may actually be running, but a video problem could be preventing you from seeing it. If you get a blank or illegible screen, press the F3 key a few times (F3 means Exit). If nothing happens, press F2, wait a few seconds, press F3, and then press Enter. If you return to the DOS prompt, then you know you've got a video problem. Turn to "Video Problems."

EXTENDED AND EXPANDED MEMORY

If you have extended or expanded memory (any RAM beyond 640K) and you're having

problems running your software, try starting PC/GEOS by typing

```
geos /nomem
```

at the DOS prompt. You must type this in lowercase letters.

The nomem parameter instructs GeoWorks Pro to ignore any extended or expanded memory in your system. If using nomem solves your problem, it was probably caused by a Terminate-and-Stay-Resident program (TSR, see "Unhappy Neighbors—Living With TSRs") that uses your expanded or extended memory. The major culprits include RAM disks, disk caches, and memory managers.

If you would like to just leave things the way they are, you can make the "nomem" setting permanent. Realize that if you do this, though, GeoWorks Pro won't use the expanded and extended memory in your computer.

To make the nomem setting permanent...

1. Open the Preferences desk tool.
2. Choose Computer.
3. Select None for Extra Memory Type.

Setting the nomem parameter will not affect your other programs or their use of higher memory.

UNHAPPY NEIGHBORS—LIVING WITH TSRS

When turn on your computer, DOS looks for two files, CONFIG.SYS and AUTOEXEC.BAT. DOS follows instructions in these files to load programs, such as memory managers and mouse drivers, into memory. Since many of these programs remain in memory while applications are running, they're called Terminate-and-Stay-Resident or TSR programs.

Occasionally, TSRs can affect the operation of GeoWorks Pro in unpredictable ways and even cause it to stop working altogether.

One way to see if TSRs are behind your problem is to get rid of them. Try the following procedure (which is also automated in GeoHelp).

It's an easy way to create a special startup disk that you can use to make sure no TSRs load into memory. The beauty of this method is that it makes no changes to your hard disk.

1. Put a blank disk in drive A and format it as a DOS system disk by typing

   ```
   format a: /s
   ```

   at the DOS prompt.
2. After the format is complete, restart your machine with this newly formatted disk in drive A. Your computer ignores the commands in your normal CONFIG.SYS and AUTOEXEC.BAT files altogether.
3. Run Setup by typing these commands

   ```
   c:
   cd\geoworks
   setup
   ```

   at the DOS prompt.
4. Setup will make the necessary modifications to the CONFIG.SYS file on the floppy disk and ask you to reboot. Do so, with the floppy disk still in drive A, and then start GeoWorks Pro by typing:

   ```
   c:
   cd\geoworks
   geos
   ```

If GeoWorks Pro now runs correctly, something in the CONFIG.SYS or AUTOEXEC.BAT file on your hard disk was probably causing the problem. You need to do some trial-and-error testing—adding and removing lines to and from these files—to isolate the problem.

REINSTALLING THE SOFTWARE

If you need to reinstall your GeoWorks software, place your software's original floppy disk labeled "Disk 1" in a disk drive, and type

```
a:setup
```

(or b:setup if the floppy disk is in drive B) at the DOS prompt.

The Setup program checks all of the system files in the directory where you installed your GeoWorks software (except the GEOS.INI file—more about this in a moment) and automatically copies over any that it senses may be damaged or corrupted.

Setup preserves any documents you've created as well as your mouse and video settings. But if you have America Online, your screen names will be erased when you reinstall any GeoWorks software (see "America Online" in the "Q&A" section for a way to get your screen names back).

Setup will overwrite a damaged GEOS.INI file. If you get an error message that indicates the GEOS.INI file may be damaged (such as "unable to read system configuration file," "system configuration file corrupted," "GEOS.INI file corrupted," etc.), delete the GEOS.INI file before running Setup. To delete the GEOS.INI file, type the following commands:

```
c:
cd\geoworks
del geos.ini
```

(If you've installed in a directory other than C:\GEOWORKS, substitute the appropriate drive and directory in the above commands).

Printing Problems

OUR #1 PRINTER TROUBLESHOOTING HINT ...

If you have trouble printing...

1. Open the Preferences desk tool.
2. Select Computer.
3. Select BIOS on the parallel port you are using to print (typically LPT1).
4. Click OK. When asked if you wish to restart, click Yes.

Setting the port to BIOS tells GeoWorks Pro to use a method of printing similar to that used by MS-DOS. This method is slightly slower than the normal GeoWorks Pro method, but should fix many printing problems.

If the BIOS setting doesn't work, try the DOS setting. This should only be necessary on some networked or redirected port systems. Note that the DOS setting may produce a strange error message—"No formatted disk in drive"—if the printer is off line. This is a result of the way DOS reports the error.

TRY CHANGING YOUR PRINTER TYPE IN PREFERENCES

If your printer doesn't appear on the list of supported printers, check the printer's documentation—maybe your printer emulates (mimics) some other brand. If the documentation doesn't yield any useful information, try running through some of the printers shown when you click Printer in the Preferences desk tool. Select a printer in the list and click Test. If the new setting works, use it.

Try these printers

- Epson RX-80
- Epson FX-80
- Epson LQ-500
- Epson LQ-850
- IBM Proprinter
- Epson MX-80
- IBM Proprinter X24
- C. Itoh 8510
- NEC P6
- Okidata 92
- Star Gemini 10
- Toshiba P351
- HP DeskJet
- HP QuietJet
- HP LaserJet (1 MB of memory)
- HP LaserJet (512K of memory)
- Canon LBP-4 (1.5 MB of memory)
- Canon BJ-130

UNSUPPORTED PRINTERS

GeoWorks Pro doesn't support printing on

- The HP ThinkJet. (You can print with an HP ThinkJet using the HP QuietJet driver in low quality mode, but your margins will appear ¾ inch farther to the right than you expect.)
- Any daisy-wheel printers.

DISTORTED OR GARBLED PRINTOUTS

If your printout looks distorted or is full of strange characters, your printer may be set to an unusual graphics mode. Try going through other printer choices listed above. Again, if it works, use it.

COLOR PRINTING

You can only print in color on PostScript compatible color printers. If you have another type of color printer, your document will print in black and white.

PRINTING TO ENVELOPES AND ODD SIZES OF PAPER

GeoWorks Pro applications, such as GeoWrite and GeoDraw, allow you to select a document size through the Page Setup command under the File menu. For consistent results, you should also change *paper size* when you print by clicking Change Options in the Print dialog box.

If the selected document size and paper size don't match, GeoWorks Pro will try to find a logical way of fitting the document on the selected paper size. That is, it will tile a large document to fit on several smaller pieces of paper, or it will center a small document on a large piece of paper.

LASER PRINTERS WITH 512K OF MEMORY

A full page of high-resolution graphics requires 1 megabyte of printer memory. If your laser printer has only 512K, you may sometimes get a "Memory full" error from the printer, which will probably be reported as "Paper empty." The printer may then print an incomplete page. Try to leave more empty space on the page, or print in medium quality mode.

PRINTING SEEMS TO BE AWFULLY SLOW

There are two or three levels of quality, depending on your printer. A good rule of thumb is "The better the print quality, the longer it takes to print." Try setting the Print Quality to Low when printing draft copies, and then changing it to High for the final copy. Also, if different fonts aren't important, use the Text Only setting, which will use the printer's built-in fonts to print your document much faster. If you do decide to speed things up using the Text Only setting, we suggest you use the URW Mono font in your document so what you see on the screen is similar to what prints.

IMPROVING THE SPEED OF NON-POSTSCRIPT LASER PRINTERS

If you have a non-PostScript laser printer (such as an HP LaserJet), you can significantly increase its printing speed by adding a PostScript cartridge or card. See your local dealer for more information.

DOCUMENTS PRINT STRANGELY IN TEXT ONLY MODE

Text Only print mode uses the printer's built-in *fixed width* font (all characters are the same width). If you use a *proportional width* font (different characters are different widths, such as Roman or Sans) in your document and then print using one of the printer's built-in fixed width fonts, the lines will usually get longer. This can cause characters to disappear, or lines to be spaced erratically.

To get a better idea of how your document will look on the printer, try using a fixed width font in your document, such as 12-point URW Mono.

A NOTE ABOUT HP LASERJETS AND TEXT ONLY MODE

The text only mode for the LaserJet IIP, III, IIID, and IIIP works a little differently than the text mode for other printers. For these printers, GeoWorks Pro strives to use the fonts you've used in your document, instead of just using resident printer fonts. So if your document is mostly text, your printout will look much like the screen, but will print at text only speeds. Though, there are a few things to watch out for when using text only mode:

- Text only mode is useful for documents that are mostly text, for as the name implies, no graphics are printed in this mode.
- Your document won't print in landscape mode. Use portrait mode only.
- If a character does not fit in the printable area of the page, it simply wont print. If you want your document to *tile* over several pages, turn off text only mode when you print. Then, characters that don't fit on the page will partially print on one page, and continue on another.
- Fully justified text prints as left justified text (ragged right edge) in text only mode. If you want your text to print fully justified, just turn off text only mode.

AND FOR POWER USERS ...

You can improve the text only mode for the HP LaserJet II, and IID too. Simply install these printers using the HP PCL Download Font Driver. All is not a bed of roses, though. If you use this driver, you are limited to 16 fonts per document and sizes less than 100 points when printing in text only mode. But it's still better than getting only one font at one size.

LASER PRINTERS DO STRANGE THINGS IN TEXT ONLY MODE

If you're printing a document in text only mode and some characters or lines of your document don't print, or they print in the wrong font, it's probably because of one or more of the following:

- The document contains too many fonts and is straining the memory of your printer. Try using fewer fonts in your document.
- There are too many font styles (such as bold, italic, etc.) in the document. Try using fewer.
- You may be using font sizes that are too big for your printer to handle in text only mode. Try reducing the size of large fonts, or turn off text only mode.
- If you have any custom spacing (kerning) in your document, that can also bog down

the printer in text only mode. That is, the printer sees each *differently* spaced character as another font. For instance, a document with mostly no custom spacing and an occasional character with 10 degrees of spacing would have at least two fonts. If, however, your whole document has the same custom spacing, say 10 degrees of spacing, the document may only have one font (unless you have used other fonts of course). Try to make the character spacing in your document consistent.

You may have to do some trial and error testing to figure out which of the above is causing the problem.

TAB LEADERS AND TAB LINES ARE NOT PRINTING

Tab leaders and tab lines don't print in text only mode Try printing your document again, but make sure that the Text Only option is off.

POSTSCRIPT PRINTERS THAT DON'T PRINT

When you print to a PostScript printer, GeoWorks Pro first tries to match fonts in your document with resident printer fonts (fonts that are built in to your printer). If there are fonts in your document for which there are no resident printer fonts, GeoWorks Pro must download these fonts to your printer. This process, if you've used a lot of different fonts, can take up all of your printer's memory. In fact, if you run out of printer memory, the page simply won't print.

If you have this problem, you can do several things:

- Try to use fewer fonts in your document.
- Try to use resident printer fonts—see "Fonts" later in this guide where you'll find a handy table that shows you GeoWorks Pro fonts and their PostScript equivalents.
- If neither of these work, you may need to add memory to your printer.

POSTSCRIPT PRINTERS AND AMERICA ONLINE

America Online currently does not print directly to PostScript printers. If you need to print an America Online file to a PostScript printer, download the file first and then open it in (or import it into) an appropriate application (for instance, graphics files into GeoDraw). Then print the file from there.

A QUME CRYSTALPRINT PUBLISHER QUIRK

The Qume CrystalPrint Publisher printer uses a PostScript language *clone*—not real Adobe PostScript—for its printing language. Although theoretically there should be no differences in how real PostScript works and how a PostScript clone works, a clone is not the original—and not everything works the way you'd expect.

Luckily, the GeoWorks Pro PostScript driver is set up so that you can use *patch files* to literally patch up any problems you may have printing in PostScript. If you're using the

CrystalPrint Publisher, you need to add one of these patch files to your GEOWORKS\SYSTEM directory. Using the Notepad, create a file named "devpatch.ps" and put this bit of text in it:

```
GWDict begin
/CFN {dup 64 string cvs length
dup 1 add string /ts xdef
string cvs 1 exch ts 3 1 roll
putinterval ts 0 (_)
putinterval ts cvn} bdef
end
```

Remember to save the file as "devpatch.ps" in your SYSTEM directory, so the PostScript printer driver can find it.

Use narrower margin settings or draw your objects farther in from the edge of the page.

YOUR CANON BJ-10E KEEPS ASKING FOR PAPER

If you have a Canon BJ-10e without a sheet feeder and you get an "Out of paper" or "Printer not responding" message after you print, try turning on the Autosheet Feeder option (even though you don't have a sheet feeder). See your BJ-10e manual to see how to turn on this feature.

DOCUMENTS GET CUT OFF AT THE BOTTOM

GeoWorks Pro assumes your printer can print within a quarter inch of the edge of the page. Some printers are more restrictive (the HP DeskJet, for instance) and require a half inch of blank paper at the edge of the page.

NETWORK PRINTERS

To print to a network printer, set your printer port to BIOS. If that doesn't work, try DOS. See "Our #1 Printer Troubleshooting Hint" at the beginning of this section.

Video Problems

You can run GeoWorks Pro on a system with Hercules, CGA, EGA, MCGA, VGA, and selected 800x600 Super VGA graphics capabilities. The Setup utility will ordinarily select the highest mode it thinks your hardware can handle, unless you have Super VGA. If you have Super VGA, Setup will select regular VGA mode—you should then manually select the appropriate Super VGA mode.

IF YOU CAN'T SEE WHAT'S GOING ON

If your screen is blank or illegible in the mode Setup has selected for your system, try setting it up in a lower resolution mode. (You can always move up later, but this way you can at least read your screen.) Most higher resolution systems will support CGA, so force GeoWorks Pro into CGA mode by typing

```
setup cga
```

at the DOS prompt in the directory where you installed GeoWorks Pro. Incidentally, you can also type `setup EGA` (or `VGA`, or `MCGA`, or `HGC`).

CHANGE TO GRAPHICS MODE

A few systems have to be switched to graphics mode from the keyboard before they'll run GeoWorks Pro. If you start GeoWorks Pro and get a blank screen, try typing either of these commands

```
mode co80
```

(changes to 80-column mode on some systems)

or

```
mode mono
```

(changes to monochrome graphics mode on some systems)

at the DOS prompt before you start GeoWorks Pro.

OTHER WAYS OF CHANGING YOUR VIDEO SETUP

Once you are running GeoWorks Pro, you can change your video selection in Preferences. Or you can change it directly from DOS by typing

```
setup newvideo
```

at the DOS prompt in the directory where you installed GeoWorks Pro.

COLOR MONITORS THAT ONLY SHOW BLACK AND WHITE

If you're using a CGA- or MCGA-type video adapter, GeoWorks Pro will appear only in black and white. Both CGA and MCGA offer monochrome resolution of 640x200 lines and 640x480 respectively, but in color their resolutions both drop to 320x200 lines, too low for GeoWorks Pro's graphics.

SUPER VGA MONITORS THAT ONLY WORK IN NORMAL VGA

GeoWorks Pro currently supports up to 800x600 (16 color) resolution on most super VGA systems. If none of the 800x600 drivers seem to work, the video board itself may not be prepared to utilize 800x600 mode. To fix this, run the setup program that came with your video board. At some point the setup program should ask what kind of monitor you have hooked up—if it's a super VGA monitor, choose 800x600.

If even then 800x600 mode doesn't work, you may need to use standard VGA (at 640x480 lines).

LAPTOP TIPS

VGA laptop displays are often clearest in VGA monochrome mode.

If you are running GeoWorks Pro on a laptop that supports Toshiba enhanced CGA, choose the AT&T 6300 video mode from the Video dialog box in Preferences.

Mouse Woes

If your mouse pointer freezes, disappears, jiggles, or just acts strangely (especially when you switch between GeoWorks Pro and other applications) try changing your mouse selection to "Nothing Else Works." You can change the mouse selection with the Preferences desk tool. You can also change it directly from DOS by typing

```
setup newmouse
```

in the directory where you have installed GeoWorks Pro. Make sure that you install the driver software that came with your mouse before changing the mouse selection. Check the manual that came with your mouse for instructions on installing the driver software.

If your serial mouse dies when you start Preferences, GeoDex, or GeoComm, you may have a serial port conflict. Turn to "Modem and Serial Ports." in the "Under the Hood" section of this guide.

Network Issues

GeoWorks Pro should recognize printers and shared drives on most standard PC networks. For GeoWorks Pro to work on a network, you must install GeoWorks Pro on the hard drive of any node on which you wish to operate it.

The current release of GeoWorks Pro is not designed to handle multiple sessions, nor is it designed to run from a remote server.

FILE-SHARING

If you use a shared network drive to store GeoWorks Pro documents, only one user at a time can access any given document. That is, once one user has opened a GeoWorks Pro document, it will appear as a non-GeoWorks Pro file (with a plain DOS icon) to other users on the network.

You can allow multiple users to open and read a GeoWorks Pro document by turning on the document file's read-only attribute. To turn on a file's read-only attribute ...

1. In GeoManager, select the file by clicking on its icon.
2. Choose Attributes from File menu.
3. Click to turn on the Read-Only check box.

ERROR MESSAGES

INVALID COMMAND.COM

f you're using a Novell network, you may encounter an error message like "Invalid COMMAND.COM—System halted," (the exact text may vary) when you exit GeoWorks Pro.

To avoid this error message, you must change your Netware login script—but, as with anything pertaining to your network, you should probably consult your network administrator before proceeding.

Here's the problem. The network drive containing your COMMAND.COM file needs to be mapped using the MAP ROOT command. (It's probably mapped with just the MAP command.) This means if the MAP ROOT command is missing from your network login file, you need to add it. (This is where the network administrator comes in—he or she will know how to add that command.)

The ROOT option means that the user cannot go to any directory above the mapped directory. Without it, GeoWorks Pro (which always searches for COMMAND.COM in the root directory of every available non-floppy drive) may not find COMMAND.COM when it needs to—namely, whenever GeoWorks Pro exits.

(It's actually a pretty good idea to use the ROOT option all the time.)

UNABLE TO LOAD PRINT SPOOLER, E TO EXIT CLEANLY

HANDLE TABLE IS FULL

If you get this message, or if unexplainable things are happening as you use GeoWorks Pro with your network, you probably need to change the SHELL.CFG file (a Novell configuration file) in your Novell software directory. Using the Notepad application, open the shell.cfg file and look for the line that reads "file handles = 40" (the number may not be 40). Change the number to at least 100 so that the line reads "file handles = 100" (or more), then save the changed file. When finished, restart your machine so that the changes will take effect.

Q&A

If you have a specific question about an application, and your answer isn't in any of the other manuals, you'll most likely find it here.

PREFERENCES

Why are there options in Preferences that don't apply to my software?

The Preferences desk tool comes with many GeoWorks products and so is designed to handle options applicable to *all* PC/GEOS applications.

GEOCOMM

How can I set my modem to autoanswer?

When in the GeoComm main window, type

```
ATS0=1
```

(Use all uppercase letters. and that's ATS*zero* not ATS*letter "O"*.) The number (1) is the number of rings before the modem picks up the line. You can put in whatever number you wish.

Type `ATZ` to clear this command.

There is a place to set my modem options in both the Preferences application and GeoComm. Do the two have to be set the same way?

No, they don't. The dialog box in the Preferences desk tool sets the standard options for your modem. If you make changes using GeoComm's Protocol dialog box, these changes will take effect but will last only until you exit GeoComm. When you start GeoComm again, you will find the original Preferences settings in effect.

Will either the GeoComm Protocol settings or the Preferences Modem settings apply when I use other DOS communications software?

No. These settings have no effect outside GeoWorks Pro.

I have three or four serial (COM) ports, but GeoComm will only let me use COM1 and COM2. Why?

Start the Preferences desk tool and click Computer. COM3 and COM4 are probably turned off. If you have trouble using these ports turn to "Modems and Serial Ports" in the "Under the Hood" section of this guide.

How can I tell if GeoComm is working with my modem?

Click in the white area of the GeoComm screen to make it active. Type

```
at
```

and press Return. The "at" should appear on your screen and your modem should respond "OK."

IMPORTING GRAPHICS

I can't seem to import particular graphics files into any GeoWorks applications. Why?

- **TIFF Files**—You may have problems importing compressed TIFF files and those with more than 16 colors or more than 16 shades of gray.
- **PCX Files**—These will not import if they have more than 16 colors (or gray shades).
- **Quattro Pro EPS Files**—Remember, only *Quattro Pro* EPS files.

Sometimes when I import a graphic into GeoDraw the graphic doesn't appear, but it's handles do. How come?

The color for the graphic is probably the same as it's background (usually white). This is relatively easy to fix. Select the graphic. Choose Area Properties from the Modify menu. Then, in the Area Properties dialog box, choose a color for the object that's different than its background. Click Apply. The graphic should now show up.

CHANGING TEXT

I typed in some text, and then decided to change the font style from plain to bold. I chose bold from the Styles menu and nothing happened—the text remained plain. What's happening?

Did you first select the text you want to change? Remember that before you change any text (or paragraph) formatting, you must first select the text in question. This is your way of telling PC/GEOS that the next command you choose should affect the selected text (and the selected text only). For instance, in GeoWrite, to make a word italic, you'd double-click the word to highlight it and then choose italic from the Styles menu.

This is similar to the way you work with files in GeoManager—you select a file, then you tell GeoManager what to do with it.

THE SPREADSHEET VIEWER

Why do spreadsheet dates show up differently in the viewer than they do in the Quattro spreadsheet?

Some date formats are not supported by PC/GEOS. In these cases, the Viewer substitutes the date format nearest in length. Here are some Quattro Pro date and time formats and their corresponding Viewer formats.

Quattro format	Viewer displays...
03-Jan-92	Jan 3, 1992
03-Jan	1/3
Jan-92	1/92
01/03/92	01/03/92
01/03	1/3
01:26:24 PM	1:26:24 PM
01:26 PM	1:26 PM

I saved a file as a compressed Quattro Pro file (with the .WQ! extension), but the Viewer won't open it.

The Viewer does not recognize Quattro Pro compressed files. Uncompress the file first, then you can open it in the Viewer.

I can't seem to get Lotus 123 to launch from the Viewer.

Try these three steps:

1. In the Advanced Options dialog box, type
   `123.EXE`
   in the Program Name text box.
2. Also in the Advanced Options type
   `.WK1`
   in the Document Extension box.
3. Add the Lotus 123 program directory to your DOS path, if it is not already there.

I've set the Viewer to automatically start Lotus 123 when I want to edit a spreadsheet, but some of the dialog boxes continue to mention Quattro Pro. How come?

Because the Viewer was designed to work mainly with Quattro Pro, the wording in some confirmation dialog boxes is geared towards Quattro Pro. Just mentally substitute the words "Lotus 123" for the words "Quattro Pro," and everything should make sense.

I've set the Viewer to automatically start Lotus 123 when I choose New from the File menu, but I do not get a chance to name the new file before Lotus 123 starts. Why?

Lotus 123 does not allow you to name a new file before it's created. Quattro Pro, on the other hand does let you name new files before they're created (so you *can* name new files from the Viewer).

When I import Quattro Pro Graphs into the Viewer, the title lines are often incomplete or missing.

Some versions of Quattro Pro SE create PostScript If this happens, we suggest you place the imported graph into GeoDraw and add titles there. That way, you can use all the fonts and styles available to you in GeoDraw.

AMERICA ONLINE

I reinstalled my GeoWorks Software and lost my America Online Screen names. How do I get them back?

1. Start the America Online application by double-clicking the icon in the GeoManager WORLD directory.
2. You'll notice that it starts up as though you've never signed on before (it tells you how to sign on for the first time). Click OK to sign on, and choose the proper phone numbers again.
3. When it asks you to enter your certificate number, enter your screen name in the Certificate Number box, and your password in the Certificate Code box. Click

Continue. For example, if you screen name is "JoeSmith" and your password "DISKS", you would enter JoeSmith in the Certificate Number box and DISKS in the Certificate Code box.

4. America Online will finish re-establishing you account. At this point your screen names will have been completely restored. From now on, you can sign onto America Online the normal (i.e., quick) way.

If I type certain special characters in some fonts, a period (.) appears instead. What does this mean?

Some fonts don't have some special characters (mathematical symbols, for instance). The period character will appear when a special character is not available in the current font.

Why do the bold and italic styles look odd in some fonts?

Four of the fonts in GeoWorks Pro do not have the bold or italic styles built in. These fonts are: Cooperstown, Superb, Sather Gothic, and Shattuck Avenue. When you apply the bold or italic styles to these fonts, GeoWorks Pro generates the style algorithmically. For instance, to create an italic style algorithmically, GeoWorks Pro takes the characters of the normal font and leans them all to the right.

Do you have fonts similar to Courier and Helvetica?

Courier and Helvetica are tradenames of two commonly used fonts for which GeoWorks Pro offers almost identical fonts (namely URW Mono and URW Sans).

Use this handy table to find other font equivalents:

PC/GEOS Font	Is Similar To
URW Roman	Times Roman
URW Sans	Helvetica
URW Mono	Courier
Cranbrook	Century Schoolbook
Cooperstown	Cooper Black
Sather Gothic	Franklin Gothic
Shattuck Avenue	Park Avenue
Superb	Broadway
URW SymbolPS	PostScript Symbol

Why are there more files in the FONT directory than show up as available fonts in GeoDraw or GeoWrite?

Some font files have very specific uses and are not available to all GeoWorks Pro applications. For instance, the file LED.FNT is used only in the Calculator, while BERKELEY.FNT is used only for menus and screen displays. Also, you'll only find BISON.FNT in GeoComm text. Those files with names like PR_XXCPI.FNT are used for setting the spacing in text mode printouts.

How can I get more fonts for GeoWorks Pro?

GeoWorks makes three font packages for specialized applications, including the Newsletter, Business, and Fun Font Libraries. To find out more, see your local dealer, or call the Order Processing & Registration Inquiries number on the inside front cover of this guide.

You can also use any fonts that are labeled PC/GEOS compatible.

Or, use the Nimbus Font Converter application (not included in all GeoWorks products) to convert Nimbus (URW) fonts to PC/GEOS fonts.

Error Messages

DRIVES AND DIRECTORIES

Why do I receive an error message like "Directory not found on drive E"? Or I get an error in which it appears that PC/GEOS is searching the wrong drive for one of its files?

You probably have two or more drives with the same volume name. To check volume names, while in GeoManager choose Rename from the Disk menu. Click each drive letter to see its volume name. If some of the names match, type in new, different names for each of them. This doesn't affect your data.

PRINTER

Whenever I try to print I get this error message: "All the installed Printers have become unusable. Use the Preferences application to delete them and reinstall the printers."

You probably just upgraded to GeoWorks Pro, and you have an HP LaserJet or LaserJet compatible printer installed on your system. Because GeoWorks Pro uses new printer drivers for the LaserJet and LaserJet compatibles, you must reinstall any of these printers with the Preferences desk tool.

To Reinstall a printer ...

1. Start the Preferences desk tool.
2. Click the Printers button.
3. In the list of printers select the one you'd like to reinstall. Write down it's name and the port on which that printer is installed ("LaserJet IIP (1.5 Mbyte Memory) on LPT1," for instance). Click the Delete button. The printer is removed from the list.
4. Click the Install New button. Using the information you wrote down in step 3, select the printer driver on the left side of the dialog box and its port on the right side. (If during this installation you find a printer name that is closer to the actual printer's name than the name you wrote down, select the closer one). Click OK.

(You may want to reinstall all your printers just to be safe.)

DAMAGED FILES

What do I do if I get a "File may be damaged" error message? Or, I get a "Bad Handle passed to System" error whenever I open a certain file or I open a specific page of a file?

Occasionally, a data file or document will be damaged or corrupted so that a PC/GEOS application can't open it. Unfortunately, once a file is damaged it is very difficult to recover any of the text within it (but you can try—see "One Way To (Maybe) Recover Text From GeoWrite Files" later).

It's possible that the file is saved on a damaged part of your hard disk. Clean up your hard disk with the CHKDSK/F command by typing

```
chkdsk /f
```

at the DOS prompt.

One way to avoid damaging files is to always wait a few seconds after PC/GEOS has completely exited before turning off your computer. Also, if you have a disk-caching program, disable any "delayed write" or similar features.

See also "FASTOPEN" in the "Known Conflicts" section.

ONE WAY TO (MAYBE) RECOVER TEXT FROM DAMAGED GEOWRITE FILES

If you get a "Damaged file ..." error when you try to open a document, understand that most of the formatting information in the file is probably lost, but you might be able to recover some of the file's raw text. That is, if a file is damaged, it's usually the fault of the formatting information. To recover the text of a file you just need to separate its *real* text from it's corrupted formatting text.

To do this, you need to first create copy of the file with a .TXT file extension. A file with the .TXT extension is recognizable as a text (ASCII) file by the Notepad desktool (and other programs that can read text files).

To make a .TXT copy of a file ...

1. Exit to DOS and enter the directory where the file is the stored. If you saved the document in the DOCUMENT directory, type

   ```
   cd \geoworks\document
   ```

   at the DOS prompt.
2. Type

   ```
   dir/p
   ```

   at the DOS prompt.

   A list of the contents of the DOCUMENT directory appears. Notice that many of the files have names that are similar to your GeoWorks Pro documents' file names. That's because each DOS filename in this list has a corresponding PC/GEOS filename, it's just been shortened here to fit the more restrictive DOS filename conventions. Here's where you get to play detective. You need to find the DOS filename that corresponds to your corrupted file. Look for the filename with the same first eight letters as your damaged document and a .000 extension. (There may be versions that end in .001 also—use Get Info, in GeoManager, to find out which is the latest version of the file.) For instance, if your file is named Letter to Mom, you'd look for the file named LETTER_T.000 (the underline character is substituted for spaces). If you don't see the file in the first screenful of filenames, press any key to see the next screenful. If you have a lot of files in your document directory, you may need to do this several times.
3. Type (replacing the filename LETTER_T with the name of your file)

   ```
   copy LETTER_T.000 LETTER_T.TXT
   ```

   at the DOS prompt. This creates a copy of the file with the name LETTER_T.TXT in the DOCUMENT directory. Both the Notepad desk tool and GeoWrite will now recognize this as a text file.

   Now that you have a text file, you can open it into the Notepad to separate the raw text from the formatting text.
4. Start GeoWorks Pro again and open the copy of your damaged document using the Notepad desk tool. If your document is more than 10K, the Notepad application will not be able to open it—you'll have to

bring it into GeoWrite using the Insert as Text File command. The disadvantage of using GeoWrite instead of the Notepad is that you'll probably end up with a lot of blank and nearly blank pages throughout the document. This makes the next step a little harder.

5. In either the Notepad or GeoWrite, scan through the document until you find the raw text. (You'll recognize it immediately—believe us, it stands out.) Delete all the formatting junk, leaving just the real text.
6. Save the cleaned up document with a new name. If the damage *was* in the formatting information, you should be able to use this text.
7. At this point, if the document's page numbers don't quite match up to the appropriate pages, open a new document and copy the good text to it. This should clear up any page numbering problems.

SYSTEM ERRORS

A system error (usually preceded by the words "System Error") is any error specific to the PC/GEOS operating environment. If you receive a garbled error message, find the closest one listed here.

NO VIDEO DRIVER(S) LOADED

PC/GEOS can't find a video card on your system. PC/GEOS requires a Hercules, CGA, EGA, MCGA, VGA, or better video driver. Try forcing the video driver with Setup (see "If You Can't See What's Going On" in the "Video Problems section."

HANDLE TABLE IS FULL

PC/GEOS did not allocate enough internal memory to do what you're trying to do. This error may occur if you are trying to run many applications simultaneously. If you have a lot of memory in your machine (more than 2 MB), use the PC/GEOS section of Preferences to increase the number of handles. The default number of handles is 1500. Try adding 500. Keep in mind, though, that each handle requires some memory—just a bit, but it adds up.

COPROCESSOR ERROR
MEMORY PARITY ERROR
ILLEGAL INSTRUCTION EXECUTED
ARITHMETIC OVERFLOW
DIVIDE BY ZERO
ARRAY INDEX OUT OF BOUNDS
NON-EXISTENT ROUTINE CALLED
BREAKPOINT HIT
SINGLE-STEP COMPLETE

Try restarting your system. If the error does not recur, it may have been a fluke. If, however, it *does* happen repeatedly, go through the "It Won't Run on My System" section of this guide.

BAD HANDLE PASSED TO SYSTEM

Again, try restarting your system. If the error does not recur, it may have been a fluke. If, however, it happens whenever you open a particular document or turn to a specific page in a document, you may have a damaged file on your hands—turn to "Damaged Files," earlier in this section. If the error message keeps reappearing but it doesn't seem related to any particular file, go through the "It Won't Run on My System" section of this guide.

NO FONT FILES FOUND IN FONT DIRECTORY.
FONT DIRECTORY DOESN'T EXIST.
CANNOT LOCATE DEFAULT FONT.

PC/GEOS couldn't find a font it needed in the directory called FONT. Reinstalling the software from your floppy disks should eliminate the error message (use the Setup program to do this).

CANNOT LOAD KEYBOARD DRIVER.
CANNOT LOAD PROPER FILE-SYSTEM DRIVER.
CANNOT LOAD KERNEL LIBRARY.

A system file is damaged or missing. Reinstalling the software from your floppy disks should eliminate the error message (use the Setup program to do this).

THE GEOS.INI FILE HAS BEEN CORRUPTED ...
UNABLE TO READ SYSTEM CONFIG. FILE.
CANNOT OPEN SYSTEM CONFIGURATION FILE.
SYSTEM CONFIGURATION FILE CORRUPTED.

PC/GEOS could not load or could not find the GEOS.INI configuration file. You need to restore the configuration file by typing

```
copy system\ini.bak geos.ini
```

at the DOS prompt while you're in the directory where PC/GEOS is stored on your hard disk (normally the GEOWORKS directory).

This replaces the new (corrupted) configuration with the old (backup) file, in the hopes that the old one is in better shape. If, however, the backup is also corrupted, delete your GEOS.INI file and reinstall the software from your floppy disks. (See "Re-installing Your Software" in the "It Won't Work on my System!" section of this guide.)

SHARE.EXE TABLE OVERFLOW.

This message means that the DOS utility program SHARE.EXE is causing problems for GeoWorks Pro. To avoid this message, you need to expand SHARE.EXE's table size.

DOS versions 4.0 and above may run SHARE.EXE automatically, but generally the instruction to run it is in either the CONFIG.SYS or AUTOEXEC.BAT file. You'll need to edit these files using the Notepad desk tool. (You can also use any word processor that can import and save text files.) Be sure to close all applications before starting Notepad—this prevents the error message from recurring.

The AUTOEXEC.BAT and CONFIG.SYS files are in the root directory of drive C. In CONFIG.SYS, look for a line like this:

```
INSTALL=C:\DOS\SHARE.EXE
```

In AUTOEXEC.BAT look for a line that simply contains the word SHARE. In either case, the line may not be capitalized or look exactly like it does here.

You need to add the parameter /f:4096 immediately after the word SHARE or SHARE.EXE. If the command appears in CONFIG.SYS, it should now look like this:

```
INSTALL=C:\DOS\SHARE.EXE/f:4096
```

If it appears in AUTOEXEC.BAT, it should look something like:

```
SHARE.EXE/f:4096
```

Note the direction of the slash marks in each case. If the command already has a /f: parameter, increase the number in it to 4096. If it is already 4096, increase it in increments of 2048 until the problem stops happening.

If you do not find such a line in either file, SHARE.EXE must be starting automatically, with a table size that is too small. Add the line

```
INSTALL=[path]\SHARE.EXE/f:4096
```

(be sure to use a lowercase "f") to your CONFIG.SYS file, where [path] is the directory where SHARE.EXE is located.

Known Conflicts

Some hardware and software products need special treatment to work with GeoWorks Pro. Look through this section to see if you are using any of these products.

HARDWARE

BERNOULLI BOXES

RCD.SYS, the driver program for Bernoulli removable hard drives, may cause GeoWorks Pro to give you a message like "Insert disk [disk name] into drive ..." on the screen whenever GeoWorks Pro tries to access the Bernoulli drive.

For DOS versions before 4.0, there's a fairly simple solution to this problem, but you do need to edit your CONFIG.SYS file. Using the Notepad desk tool (or any application that allows you to edit text files) add "/w" to the line in CONFIG.SYS which installs RCD.SYS. When you're finished, the line should look something like this:

```
device = rcd.sys /w
```

Do not use the /w flag with DOS versions 4.0 or higher without consulting your documentation or Iomega (makers of the Bernoulli drive).

AMIGA, MACINTOSH, APPLE II, AND OTHER NON-PC SYSTEMS

GeoWorks Pro is designed to run on 100 percent IBM PC-compatible systems. It is unlikely that a complex program like GeoWorks Pro will work with software IBM PC emulation packages (such as Soft PC). You may also have problems using GeoWorks Pro with compatibility devices like AST's Mac86, or the Amiga Bridge Board.

Because many of these products store all PC data in one file, we recommend you make a backup of DOS before you try to install GeoWorks Pro on one of these systems.

THE AT&T 6300 KEYBOARD MOUSE

This is a non-standard mouse which is not compatible with PC/GEOS at this time. We recommend you try a standard serial or bus mouse.

THE NEC MULTISPEED

Some NEC Multispeeds have a TSR program that prevents GeoWorks Pro from running at all. Unfortunately, this TSR loads even if it's not listed in AUTOEXEC.BAT or CONFIG.SYS. To disable it, type these commands at the DOS prompt:

```
kill640r
killpop
```

Then restart your machine and run GeoWorks Pro. If you still can't run PC/GEOS, you may need some patch files from NEC (specifically, MSELON.COM and MSINT059.COM). Call NEC Customer Service for assistance. To restore the Multispeed to its original configuration, type `COLD` at the DOS prompt.

SCREEN BLANKERS

GeoWorks Pro is not compatible with most screen blankers—once they blank the screen, you'll probably have to restart your computer before you can use it again. Disable all screen blanking software before you run GeoWorks Pro (we've built in a screen blanker; check the Video options in the Preferences desk tool).

DISK CACHE SOFTWARE

GeoWorks Pro, because it's a multitasking system, has to do a lot of disk accessing to keep so many files open at once—each application and document is a separate file, not to mention the various DOS programs that may also be running. Under these demanding conditions, disk cache programs can sometimes become overworked—writing invalid data to disk, or reading data incorrectly—sometimes resulting in system errors or damaged files.

Many of our users do have disk caches running without any problems. However, we suggest that you try disabling any disk caches if you actually *do* experience problems.

If you are using a disk cache program, and experiencing problems, you should turn off advanced features such as "delayed writes" and "background writes." (In Super PC-Kwik this is the /H- switch; in Hyperdisk this is the /x switch; PCCache uses /write=0; in Speedcache+ and Norton Cache it's the /i switch.)

If you have memory beyond 640K and have a disk cache program running, here's a way you can avoid system errors:

1. In the Professional Workspace, start Preferences.
2. Click Computer. The Computer dialog box appears.
3. Select "None" for Extra Memory Type.

DISK COMPRESSION PROGRAMS

GeoWorks Pro should run with disk compression programs, such as Stacker or DoubleDisk, on most computer systems. However, like disk caches, disk compression programs place heavy demands on your system—demands that may lead to system errors or even damaged files.

If you encounter problems using GeoWorks Pro on a system with a disk compression program, try installing it on a non-compressed disk. If that doesn't work, try using GeoWorks Pro without the disk compression software loaded.

STACKER

GeoWorks Pro should run fine with Stacker, but if PC/GEOS encounters a system error, your Stacker volume may become write-protected as a protective measure. That means you won't be able to save anything on the volume. To remove the write-protection, type

```
scheck /=w
```

at the DOS prompt.

You should then use the `scheck /f` command to fix any problems created by the write protection. See your Stacker documentation for more information about scheck /f.

FASTOPEN.EXE

We've received several reports of problems with the FASTOPEN.EXE utility in MS-DOS 4.xx (4.0, 4.01, 4.1, etc.). Although this problem doesn't prevent GeoWorks Pro from running, it may cause damage to files you're using.

To avoid any problems, keep FASTOPEN.EXE from loading by removing the line from your CONFIG.SYS file that begins with:

```
install = c:\dos\fastopen.exe
```

You will need to use a line editor (like EDLIN) or a word processor to change the file. Do not use the Notepad—you may corrupt your CONFIG.SYS file if the FASTOPEN.EXE utility is still running.

After you make the change, restart your computer before starting GeoWorks Pro.

QEMM "STEALTH" MODE

We've received some reports of conflicts running PC/GEOS with QEMM version 6.0 when the "stealth" mode is enabled. However, recent conversations with Quarterdeck, the makers of QEMM, indicate that it may be possible to use "stealth" mode with PC/GEOS provided you set PC/GEOSs Extra Memory Type (found in the Computer section of Preferences) to XMS/HIMEM.SYS. You must also turn EMS memory off.

If this doesn't work, we recommend disabling "stealth" mode. To disable "stealth" mode remove the

```
st:m or st:f
```

line from your CONFIG.SYS file. (Be on the lookout for others.)

DESQVIEW

See the "Under the Hood" section.

SIDEKICK

You may be able to get to Sidekick from PC/GEOS, but when you return to PC/GEOS your screen may not be restored and your mouse may not work. To avoid this problem, use the Ctrl + Alt key combination to return to PC/GEOS from Sidekick. Or, try pressing Ctrl , releasing, then press Alt.

Under the Hood (For the Technically Minded)

Look through this section to find answers to some not-so-common questions about some not-so-common computer systems. Most of the items here are for power users only—so unless you plan to run PC/GEOS along with other multitasking systems, or you've filled up all your computer's card slots, you can probably skip this section.

MODEM AND SERIAL PORTS

(See also "GeoComm" in the "Q&A" section of this guide.)

Since PC/GEOS is a multitasking operating system, it must be able to access all available ports dependably, sometimes more than one at a time. Because of this, PC/GEOS may be more particular than some single-tasking programs about working with serial ports.

COM3 AND COM4

On most systems, the serial ports COM3 and COM4 are non-standard ports. To use them with PC/GEOS, you need to run the Preferences desk tool, select Computer, and then turn on the desired port(s).

To put the change into effect you'll need to restart GeoWorks Pro, during which time it will check to see if the port really exists and is set up correctly.

UNAVAILABLE SERIAL PORTS

Every time you start PC/GEOS, it sends a signal to each port and checks for a response. Ports which do not respond normally remain turned off (dimmed) and are unavailable. This can happen when the port physically does not exist, when its interrupt setting is incorrect or conflicts with some other device, or when its address listing in BIOS has been corrupted or overwritten.

CHECKING PORT ADDRESSES

The SYSINFO file (a file added to your GEOWORKS directory by PC/GEOS when you install) contains a listing of your port addresses at the time you installed your GeoWorks software. To print SYSINFO, exit to DOS and type

```
cd\geoworks
prinfo
```

at the DOS prompt.

Once SYSINFO has printed, look for a section labeled "Bios data area (0040h0)"

The next line lists addresses of available ports as follows

f8 03 is the address for COM1, f8 02 for COM2, e8 03 for COM3, e8 02 for COM4. If an address is missing, then that port either does not exist or its address has been overwritten by some other software, making it inaccessible to PC/GEOS. A few mouse drivers are known to overwrite serial port addresses at the time they load. They place a 00 00 at that COM port address, which disables that port and all ports after it.

INTERRUPTS

Serial ports (and most other input devices) are assigned *interrupt levels*, which are simply numbers, usually between 2 and 15. A port's

interrupt is usually not the same as the port's number, i.e. COM2 usually does not have interrupt 2. (Interrupts are sometimes called *IRQs*.)

When a port needs to interrupt the program, it signals via its particular interrupt level. The program has code built in that it uses to deal with each interrupt. For example, let's say your mouse is on COM1, which has interrupt level 4. When PC/GEOS receives an interrupt 4, it runs some code to see what the mouse wants.

But here's the catch: Let's say your modem is on the COM3 port, which often also uses interrupt 4. Then, when PC/GEOS gets an interrupt 4, it thinks the mouse has something to say, when in fact, it may be the modem that needs help. Strange things then result.

Here are the typical interrupt settings for PC serial ports:

Port	Interrupt
COM1	4
COM2	3
COM3	4
COM4	3

From the point of view of a multitasking program, this is a very unfortunate standard, since, as you can see, it's impossible to tell the difference between an interrupt from COM1 and COM3, or from COM2 and COM4. For this reason, we recommend you use COM1 and COM2 as your main serial ports as much as possible, and leave COM3 and COM4 turned off.

If you need to use COM3 or COM4 while in PC/GEOS, try to select an interrupt level for each that doesn't conflict with the COM1 or COM2 interrupt levels.

CHANGING INTERRUPTS

Interrupt levels are set on the serial card (or on the modem card) itself, usually with DIP switches or jumpers. The interrupts set in PC/GEOS should match those on the card, but have no affect on the interrupt setting selected on the card.

We strongly recommend you stay with the default values shown earlier for COM1 and COM2 interrupts. These are what almost all programs expect. Standards for COM3 and COM4 are not as well defined. We have no particular recommended settings, except that each serial port should ideally have its own unique interrupt.

Other devices such as network cards, SCSI drives, bus mice, and parallel ports have their own interrupts. If you set the interrupt on a serial card to the same value as that for another device, your computer may behave quite strangely—like the machine restarting when you try to access the other device.

If you decide to change the interrupt level for a device, we suggest you turn on the COM port and change the level in GeoWorks Pro first, before changing the interrupt level on the hardware.

FILES, DIRECTORIES, AND DISK SPACE

Here is the general PC/GEOS directory structure. Your GeoWorks product may be slightly different.

All the following directories (except the C:\GEOWORKS directory, of course) are found in the GEOWORKS directory—the main program directory for PC/GEOS.

Here are the directories and what's in them:

- (GEOWORKS)—Main program directory.
- DOCUMENT—Documents and sample files.
- FONT—Fonts, both general purpose and system.
- GEOCOMM—GeoComm scripts, if applicable.
- STATE—Temporary files listing open documents, open applications, etc.
- SYSAPPL—Appliance area applications.
- SYSTEM—Drivers for printer, keyboard, mouse, etc.
- SYSTEM\BACKGRND—Background graphic files.
- SYSTEM\DICTS—GeoWrite spelling-check dictionaries
- SYSTEM\QFORMS—America Online related files.
- SYSTEM\SPOOL—Temporary files waiting to print.
- SYSTEM\TERMCAP—GeoComm terminal description files.
- SYSTEM\WELCOME—Welcome screen logos and data.
- WORLD—PC/GEOS application files.

REMOVING FILES TO CREATE DISK SPACE

We do not recommend removing any files that came with your GeoWorks software. However, if you must remove files to save disk space, try going through the steps below.

These are in rough order of risk; that is, you are more likely to make a mistake and remove something important in the steps further on than with the first few. If you do remove a file that you need, run the Setup program again from your original GeoWorks floppy disks to recover all of your files.

1. In the DOCUMENT directory, remove unnecessary sample documents and directories.
2. In the SYSTEM\BACKGRND directory, remove unnecessary background graphics. (You may delete all of the files in this directory, if you wish.)
3. In the GEOWORKS directory, remove all files except GEOS.INI, GEOS.BAT, GEOS.STR, and KERNEL.EXE. We strongly recommend keeping SETUP.EXE and SYSFILE.CMD, but they are not absolutely necessary.
4. If you don't use America Online, remove PCAO.GEO from the WORLD directory and delete everything in SYSTEM\QFORMS.
5. If you do not use GeoComm, delete the file TERM.GEO from WORLD. Delete all files in GEOWORKS\GEOCOMM and SYSTEM\TERMCAP.
6. Remove unnecessary fonts from the FONT directory. Do not remove BERKELEY.FNT, FONTBUF, or ROMAN.FNT.
7. In the SYSTEM directory, delete video drivers (CGA.GEO, HGC.GEO, EGA.GEO, etc.) and DOS system drivers (DOS2.GEO, DOS3.GEO, DRDOS.GEO, etc.) other than the ones you use. For instance, if you use MS-DOS 3.0, delete all the DOS system drivers except for DOS3.GEO. Delete keyboard drivers you don't use (in the U.S., you probably use KBD.GEO). Same with printer and mouse drivers (note that the name of the printer or mouse does not always match the name of the driver file—for example, most Panasonic printers use Epson or IBM drivers).

RUNNING PC/GEOS UNDER DESQVIEW

Officially, GeoWorks Pro is not compatible with DESQview. However, we've received some reports that it's possible to run PC/GEOS under Quarterdeck's DESQview 2.4 with moderate success. Earlier versions of DESQview don't work as well.

Before you do anything with DESQview and your GeoWorks software, a little preparation is in order.

PREPARING YOUR CONFIG.SYS FILE

Before you try to run your GeoWorks software under DESQview, you need to make sure that DOS can handle the large number of files that will be open at the same time.

This means changing a line in your CONFIG.SYS file (found in the root directory of drive C). Your CONFIG.SYS file should already contain a line that begins with "files=x" (where x is some number)—this limits the number of files that can be open at one time. You should increase that number by at least 30. If there is no "files=x" line, add "files=100" (or higher, especially if you are also using task switching software) to the end of the CONFIG.SYS file.

To change your CONFIG.SYS file...

1. Start up GeoWorks Pro.
2. Start the Notepad desk tool. A blank notebook page appears.
3. Open your CONFIG.SYS file by choosing Open from the File menu. The CONFIG.SYS file should be in the root directory of drive C. If it's not there, create a new CONFIG.SYS file.
4. Look for the line that begins

   ```
   files=
   ```

   Edit the line to read

   ```
   files=100
   ```

   If there is no line that reads "files=x," type "files=100" (without the quotation marks) on a new line at the end of the file.
5. Save the changes you've made and exit GeoWorks Pro.
6. Restart your computer by pressing Ctrl + Alt + Del. This puts the new value into effect.

CHANGING DESQVIEW'S .DVP FILE

In DESQview, you need to change the .DVP file associated with GeoWorks Pro. If you're not sure which file that is, the .DVP filename's first two characters should match the two character ID you choose from the Open Program menu to start GeoWorks Pro. (see your DESQview manual for more about .DVP files).

Here are the settings for the .DVP file (only the changed options are shown. All other options use the defaults):

Standard Options

Memory Size:	512K
Program:	KERNEL.EXE
Directory	C:\GEOWORKS
Writes directly to screen	Y
Displays graphics information	Y
Virtualize text/graphics	N*
Uses serial ports	Y
Requires floppy diskette	N

Advanced Options	
Text Page	1*
Graphics Page	4
Maximum Height	25
Maximum Width	80
Starting Height	25
Starting Width	80
Starting Row	0 (zero)
Starting Column	0 (zero)
Close on exit	Y
Allow close window command	N*
Uses math coprocessor	N
Share CPU in foreground	Y
Can be swapped out	Y
Uses its own colors	Y
Runs in Background	N
Keyboard conflict	0 (zero)
Share EGA when FG/Zoomed	Y
Protection level (0-3)	0 (zero)

**recommended*

When you're finished, Press Enter to save the information.

SETTING UP YOUR MOUSE

- Use the most recent mouse driver available for your mouse.
- Representatives of Quarterdeck also recommend setting your mouse type in Preferences to Nothing Else Works.

SETTING UP YOUR COMPUTER'S MEMORY

- Be sure to turn off the EMS option in the Computer section of the Preferences application.
- You should also have the line

```
DEVICE=C:\QEMM\QEMM386.SYS RAM
X=C000-C7FF
```

in your CONFIG.SYS file. The "X=C000-C7FF" option excludes your Video ROM address.—important if you want your monitor to work while running DESQview. Consult your video card's manual for the correct address or use Quarterdeck's Manifest v1.x to locate the address in the "First Meg/Overview" section.

AN IMPORTANT NOTE

- Always invoke DESQview with the /xb:88 command.

IF YOUR KEYBOARD LOCKS UP

- On some systems, when you tap the Alt key (to see the DESQview menu) your keyboard's alphanumeric keys may become suddenly unresponsive. Don't panic. The arrow keys (←, →, ↑, ↓) on your keyboard and your mouse should still work . Use these to navigate the DESQview menu. Then, once you switch to another DOS program, or return to GeoWorks Pro, your keyboard should work properly.

DESQVIEW AND AMERICA ONLINE

- You can switch out of America Online and run another application from the DESQview menu. To do so, run America Online and click Setup. In the Advanced Setup dialog box, add "&D0" (zero, not the letter "oh") in the Post-Modem String box. This tells the modem to ignore the DTR line so that you won't be disconnected. You are, however, limited to the amount of time you can leave America Online unattended before it automatically logs off—though it will give you fair warning before it does so.

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